



The GRAPEVINE GROUP INC.

• NORTH AMERICA'S LARGEST SUPPLIER OF AMIGA CUSTOM CHIPS AND SPECIALTY PARTS •

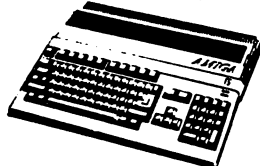
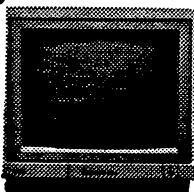


COMMODORE FACTORY SURPLUS

Recently, Commodore elected to consolidate their stateside operations, thus making them financially stronger. One of the first steps taken was to reduce their inventory in both the U.S. and Canada. In doing this, select distributors were given the opportunity to purchase sizable amounts of new and factory refurbished parts at extraordinarily low prices. This section contains new and refurbished items, which are indicated by the letters "N" or "R" to the left of each product. Refurbished does not mean used or pre-owned, but simply factory remanufactured. Some units may have minor imperfections such as scratches or, in the case of some monitors, faulty front doors. With the exception of a minor imperfection, if any, most everything appears "mint" and of course everything carries a full 90 day warranty. This is your opportunity to purchase Amiga/Commodore parts and equipment at up to 80% less than an authorized dealer pays.

MONITORS

- R 1084S composite/RGB high resolution color monitor with cables. This is the latest composite video/RGB monitor Commodore manufactured.... \$129.95
- R 1802 composite video high resolution color monitor with cables. Production monitor prior to 1084 series. Works on 64/128 series and Amiga. Also an excellent VCR or Toaster monitor \$99.95
- R 1702 composite video color monitor with cables \$84.50
- R 1403 composite high resolution monochrome video with cable \$65.00
- R 1930 Bisync high resolution VGA color monitor. This companion to Commodore's PC series works with IBM/IBM compatibles..... \$99.95
- R 1950 14" multisync high resolution VGA color monitor with automatic scanning. Works with A500/1200/3000/4000 and IBM/IBM compatibles (Predecessor to the 1942)..... \$249.95
- R A520 RF modulator. Allows you to connect an Amiga (A500/2000/3000) to a TV or composite video monitor. The A520 converts the RGB video signal into composite color video \$22.50
- R A2300 Genlock Board (A2000/3000) \$64.50



COMPUTER SYSTEMS

- N Amiga 500 with power supply and software (late revision)..... \$169.95
- With STARTER PACK software add..... \$10.00
- N Commodore C64C with power supply (latest design and revision)..... \$89.95
- R Commodore C64 with power supply..... \$69.95
- N Commodore C65 This is a new C64 just released in Europe with a built in 3 1/2" floppy drive on the front (PAL or NTSC) \$95.50
- R PC16III (XT) No hard drive \$149.95
- R PC20III (XT) 20 meg hard drive \$169.00
- R PC30III (AT-286) 20 meg hard drive \$229.00
- R PC40III (AT-286) 40 meg hard drive \$299.95

ADDITIONAL OPTIONS

- Amiga 1930 VGA Bisync color monitor with any of the "PC Series" computer add \$79.95
- Commodore 1084S with any "PC Series" computer add \$89.95

SPECIAL PRICE PACKAGES

- BONUS PACKAGE A:**
Commodore C64 with 1541 floppy drive and 1084S (stereo) high resolution color monitor. Includes power supply and cables \$229.95
- BONUS PACKAGE B:**
Commodore C64C (latest version made) with 1571 high density floppy drive and 1084S color monitor. Includes power supply and cables \$299.95
- BONUS PACKAGE C:**
Amiga 500 computer with Software Starter Kit and 1084S (stereo) high resolution color monitor. Includes power supply and cables (List price of package \$449.00) Our price \$284.95

MISCELLANEOUS

- N A10 Commodore computer speakers with built in amplifier \$19.95
- N MPS1230 Commodore printer (same as Citizen 120) tractor/friction ... \$59.95
- R A2300 Genlock Board (A2000/A3000) \$64.50
- N Amiga 8375 Agnus Chip (390544-01 UK/Europe PAL type) \$24.95
- N 3 1/2" (800K) Commodore diskette with various software that can be erased. This is a new disk available at a low price.
Package of 10..... \$3.80 - Package of 50..... \$18.00
- N Just Released 2.1 Series Diskettes (same software as 2.1 kit)
2.1 install disk \$3.95 2.1 fonts disk..... \$3.95
- 2.1 locale disk \$3.95 2.1 extra disk..... \$3.95
- 2.1 workbench disk..... \$3.95

*NOT A COMMODORE PRODUCT.
PRICES SUBJECT TO CHANGE WITHOUT NOTICE

MOTHERBOARDS

- N A500 (rev. 3) Complete with all chips including 1/2 meg Agnus..... \$89.95
- N A500 (revision 5 and up) Includes 8372 1 meg Agnus & 1.3 ROM \$129.95
- R A2000 Includes 8372A Agnus & new 2.04 Operating ROM (great for tower units)..... \$299.95
- R A3000 (various revisions) CALL
- N MPS 803 printer motherboard \$16.50
- N VGA 286 laptop motherboard..... \$179.95
- N 1571 control motherboard..... \$54.95
- R C64 motherboard (1984-5 version)..... \$29.95
- N C128 motherboard (with new ROMs) \$99.00
- N C128D motherboard (with new ROMs)..... \$110.00
- N C64C motherboard (revision E) \$54.50
- N PC40 III motherboard..... \$140.00
- N PC30/40/60 III CALL
- N 1750/64 RAM expansion board \$19.50
- N Silingshot Pro.* Gives A2000 slot for your A500. New design with passthrough. Now take advantage of all A2000 plug in boards \$42.50

KEYBOARDS

- N A500 (American version)..... \$27.50
- R A500 (U.K. version) \$22.00
- N A600/1200 \$29.50
- R A1000 \$54.50
- N A2000 \$49.50
- R A3000 \$49.95
- N Encoder Board (Mitsumi) (A500/2000) \$19.00
- N C64 \$17.95
- R C128D \$25.95
- N PC Series \$49.95

POWER SUPPLIES

- N A500 (110V) \$29.95
- R A500 (240V U.K. & Europe) \$24.50
- N A500 Big Foot* (A500/600/1200) \$79.95
- N A2000 (110/220V) \$89.95
- N A2000 Big Foot* (300 watts) \$135.00
- N A3000 \$84.95
- R A3000 (220V) \$79.95
- N C64 (sealed/nonrepairable) 1.5 amp \$9.95
- N C64 (repairable)* 1.8 amp \$24.95
- N C64 4.3 amp heavy duty (also used with 1750 RAM expander)..... \$29.95
- N C1541 II/1581 (external) Limited quantity. Going fast \$19.95
- 220 Volt version available for \$27.50
- N C128D (internal) \$12.95
- N C128 external 4.3 amp..... \$29.95
- N PC20 (75 watt) \$83.5
- N 1680 power supply for A1200RS modem \$11.95

DRIVES

- N A500 internal 880 K drive: Exact drop-in replacement..... \$59.95
- R A590 hard drive (20 megs) with controller & power supply \$169.95
- With extra 2 megs installed add \$74.00
- R A1010 Amiga external 3 1/2" floppy (predecessor to A1011) \$49.95
- R A1011 Amiga external 3 1/2" floppy \$54.95
- N A2000 high density drive (1.76 megs)..... \$91.50
- R A2000 internal drive \$79.95
- N 2090A hard drive controller (no memory)..... \$17.95
- N 2091 hard drive controller (new ROMs) \$64.50
- R A3070 150 meg tape backup (complete) \$229.95
- R 1541 complete floppy drive with cable \$64.95
- R 1541 replacement control board only..... \$30.00
- N A1541-II complete stand alone floppy drive \$90.50
- N 1571 complete stand alone floppy drive (Selling out fast) \$119.95
- N A1571 replacement control board only \$55.00
- N IBM/Commodore bridgeboard floppy (5 1/4/1.2 megs) \$25.50
- N Printer Port Adapter.* Interface any Commodore printer to work any PC/PC clone \$29.95
- N CD ROM drive assembly for CDTV (complete)..... \$129.95

Dealers: Send us your letterhead and we will send you our Fall '93 dealer prices.

Order Line Only

1-800-292-7445

3 Chestnut Street, Suffern, New York 10901 • Fax: (914) 357-6243

Order Status/Customer Service Line: (914) 368-4242 / (914) 357-2607

International Order Line: (914) 357-2424 9-6 E.T. MON.-FRI.

SEND SASE FOR FULL LISTING OF ALL COMMODORE/AMIGA SURPLUS PRODUCTS





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AMIGA SYSTEM UPGRADES CUSTOM UPGRADE CHIPS

2.05/2.04 ROM See column at right
5721 Buster (318075-02) for A2000 \$14.95
8362 Denise 1/2 Bright upgrade/8364 Paula \$14.95
8373 New Super Denise with diag. instruct./software \$27.50
8372A Upgrade Kit (NTSC/PAL) see below
8375 (new 2 Mb Agnus) \$59.95
5719 Gary chip \$13.50
8520A CIA chip. Controls 12 major functions (2/\$16.50) \$9.95
1.3 Kickstart ROM low, low price with instructions \$21.95
7.0 hard disk upgrade ROMs for 2091 (2) \$39.95
6570-036 Keyboard chip (This chip fixes most keyboard problems) \$11.95
Panasonic 32K Printer Buffer Chip \$14.95
Citizen 32K Printer Buffer Chip \$14.95
390229 Video Hybrid Chip (A500 only) \$11.95

We carry more Commodore & Amiga chips—Call

BLIZZARD 1200/4 FOR A1200 32 BIT WIDE MEMORY EXPANSION BOARD

Expand the memory of your A1200 up to 8 megs in the trap door. The Blizzard board comes with 4MB of 32 bit FAST RAM installed. (significantly speeding up your computer), clock and battery. Includes socket for MC68881 or MC68882 math coprocessor (68882 is 10% faster however.) An on-board socket also allows installation of a second 4MB module to expand up to 8 megs. Because the second 4 megs can be added, there is no need to exchange existing SIMMs or other memory modules. Our price is much lower than MicroBotics or Baseboard 1208 and has more features \$269.95

OPTIONAL FPU PLUG INS FOR ABOVE

MC68881-16MHz \$29.95 MC68882-33MHz \$92.50
MC68882-20MHz \$49.95 MC68882-40MHz \$118.00
MC68882-25MHz \$59.95
Additional 4 meg 1x32 SIMM module \$199.95

FATTER AGNUS UPGRADE COMPLETE 8372A 1MB KIT \$36.85

Kit comes with Agnus. FREE Goliath Agnus chip puller (a necessity), step-by-step instructions, the NEW Amiga Troubleshooter diagnostic guide (valued @ \$9.95), and diagnostic software. These valuable extras are an exclusive BONUS package only available from Grapevine. This kit has free bonuses that total \$27.95. (We'll beat any legitimate competitor's price on the Agnus chip and still give you the diagnostics and Goliath chip puller.) Quantity price available \$36.85

WORLD'S BEST SELLING A500/2000 1.3-2.0 ROM SELECTOR (NOW WITH A ROM SPEAKER FOR VERIFICATION AND SPECIAL CIRCUITRY FOR ALL AMIGA REVISIONS)

Electronic ROM Selector Switch by Global Upgrades, Inc. allows for compatibility of ALL your software. Many software programs still need the 1.3 to function properly. Automatically switch between 1.3 or 2.0 ROM from your keyboard. Built-in speaker confirms 1.3 or 2.0 ROM. Does not overlap the 68000 chip, which means complete compatibility with AdSpeed or Mega Midget Racer, etc. Simple plug in, no soldering. Lowest priced keyboard switch available. Instructions included (new low price) \$18.95

SWITCH-ITT BONUS PACKAGE:

- Buy the Switch-itt with 1.3 ROM upgrade @ \$39.95
- Buy the Switch-itt with 2.05 ROM upgrade @ \$46.50
- THE ULTIMATE DEAL: Buy the Switch-itt with 1.3 and 2.05 @ \$62.50 (Want entire 2.1 kit? Add \$43.50)

AMIQUEST

2 1/2" PCMCIA ADAPTER FOR IDE REMOVABLE DRIVE for Amiga 600/1200

AMIQUEST is a removable hard disk expansion module for the A600/1200 that plugs into the PCMCIA port. AMIQUEST is small and self-contained (4.1" x 2.9"), about the size of a 2.5" disk unit. It plugs into the A600/1200 PCMCIA connector and rests on the work area beside the computer. The disk is a standard, inexpensive IDE 2.5" hard drive, the size of a PCMCIA card. Disk capacities currently available range from 20 to 240 MB.

AMIQUEST IDE controller is four times faster than the internal A600/1200 controller (880 kb/sec using a Seagate 2.5" disk). It is configured with the standard utility, HdToolBox and auto-configures at boot time. AMIQUEST can be plugged in and removed while the machine is on. It is recognized by the operating system just like an ordinary floppy disk \$119.9

PRICES SUBJECT TO CHANGE WITHOUT NOTICE

SUPER DENISE 8373 UPGRADE

Upgrade to the latest features. Comes with Super Denise diagnostic disk and installation software programs which is exclusively available through the Grapevine \$27.50

2.1 SYSTEM UPGRADES

2.05 ROM chip only (enhanced version) \$27.95
2.04 ROM chip only (no books or diskettes) \$29.95
2.1 Complete Kit (#AS215): includes new 2.05 ROM, books and diskettes. Newly upgraded \$74.50
2.1 Kit (#AS216): Same as above but does NOT include ROM (for upgrading your old 2.0 kit) \$44.50
2.04 ROM A3000 Upgrade Kit \$45.50
2.04 A2620/2630 ROM Upgrade Kit \$34.95
New Release (#AS217) Enhancer Kit for 2.1/3.0 user: Provides Arexx documentation and much needed additional 2.1 information (4 lbs) \$29.95

NOTE: The 2.05 ROM (above) is the latest 2.0 version, first released in Europe and then in the U.S. The new 2.05 ROM does everything the 2.04 does, plus it has such new enhancements as library upgrades, etc.

ICD PRODUCTS

Flicker Free Video 2. Eliminates flicker \$228.95
AdRAM 540. Add up to 4 megs of RAM internally in your Amiga 500. With 1 meg \$119.95 w/ 2 meg \$149.95
Each additional meg of memory add \$35.95
IDE2. Hard drive interface (2 1/2" / 3 1/2" HD Kit)
AdIDE2 + Shuffleboard (3 1/2" interface kit) \$124.50
AdIDE2 + Mounting Bracket (2 1/2" interface kit) \$116.50
AdSpeed: Best low priced accelerator (14 MHz) \$164.50
Kickback: ROM selector switch \$34.95

EXCLUSIVE SPECIALS

- Bomac Tower: For A2000. Handles up to 4 floppies, a hard disk, tape back ups \$262.00
- Slingshot Pro: Gives A2000 slot for your A500. New design with passthrough. Now take advantage of all A2000 plug in boards \$42.50
- Analog Joystick Adapter: Use any IBM compatible joystick on your Amiga \$13.95
- Swiftly 3 Button Amiga Mouse from Pyramid \$22.50
- Commodore 1670 (1200 Baud) C64 Modem \$9.95

DKB PRODUCTS

MANY EXTRAS
INCLUDED

MegAChip 2000™ With 2 Meg Agnus Chip Included
2 MB of Chip RAM for A500/2000

\$196.50

STOP RUNNING OUT OF CHIP RAM. Fully compatible with Workbench 2.0, the ECS Denise chip, GVP's & Commodore's 68030 accelerators. Why upgrade to 1 meg of RAM when you can have the same high tech 2 meg chip RAM as the A3000/A4000? With the \$196.50 MegAChip 2000 you get the following bonus package FREE!

—Goliath Agnus chip puller (absolute necessity) valued at \$6.95 FREE

—Final Test Agnus diagnostic disk valued at \$9.95 FREE

—New Amiga Troubleshooter guide valued at \$9.95 FREE

—MegAChip 2000 (with 2 MB Agnus installed) - \$30 worth of free bonuses for a total package price of \$196.50

NOTICE: The Goliath chip puller/diagnostic software is available exclusively from Grapevine. Buy the MegAChip from us and we'll give you the new 8373 Super Denise (ECS) for \$23.50. We will beat any legitimate advertised price!

MultiStart II™ Switch between ROMs from your keyboard—Allows A500/2000 owners to install Kickstart 1.3 and 2.0 and switch between them with the keyboard. A sizable percentage of current software will be incompatible with the new 2.0. This simple device allows you to be compatible with all your software. No external wires or switches required \$27.50

MULTI START BONUS PACKAGE

- Buy the MultiStart with 1.3 ROM upgrade @ \$44.50.
- Buy the MultiStart with 2.05 ROM upgrade @ \$52.50.
- The Ultimate Deal: Buy the MultiStart with 1.3 & 2.05 @ \$73.95.

Insider II™ 15 Megs in Your A1000 \$147.50 w/ 1 meg \$188.50

KwikStart II™ Utilize 1.3 and 2.0 ROM in your A1000 \$59.95

DKB1202™ FPU, RTC, Alarm and Memory—Allows A1200 owners to install a floating point unit co-processor (up to 40 MHz using the 68882), a real-time clock with date/time and 'alarm' functions and the ability to add up to 8 meg of true 32-bit RAM. Great for ray-tracing etc. Price includes 68881-16 MHz FPU \$154.95

AMIGA DIAGNOSTICS FOR EVERY NEED

NEW

AMIGA TROUBLESHOOTER™ IS IT WORTH \$9.95 TO LOCATE YOUR PROBLEM?

The Amiga Troubleshooter is simple, easy-to-use for diagnosing faulty components on all Amiga computers.

The AMIGA TROUBLESHOOTER by Wilcom Australia takes you through logical steps leading you directly to the source of your problem in seconds. Over ninety percent of Amiga problems are readily fixed by simple substitution of integrated circuits (ICs) in existing plug-in sockets. The novice as well as the experienced technician will find it simple to use. No other tools or equipment are needed.

Over thirty of the most common failures in the following categories are listed: power-up problems, Amiga keyboard, mouse/joystick port, video display, serial port, parallel port, disk drive, and audio problems. \$9.95

ADDITIONAL DIAGNOSTICS

- C64 Commodore computer service manual \$17.95
- 1571 Commodore computer service manual \$17.95
- A500 Amiga computer service manual \$17.95
- A2000 Amiga service manual \$22.50
- A3000 Amiga service manual \$44.95
- A4000 Amiga service manual \$34.95
- Extractor Plus Kit: Contains professional PLCC (Agnus)/DIP chip puller and much needed torx screw driver to remove case \$7.95

TOP SELLER

ADVANCED AMIGA ANALYZER AN INEXPENSIVE DIAGNOSTIC ANALYZER THAT WORKS ON ALL AMIGAS

Amiga Shopper magazine says
"without doubt, this is the finest diagnostic equipment I have ever seen, and I address all Amiga repairers and practical-minded users when I say this is really something worth having."

A complete diagnostic hardware and software analyzer (uses point and click software interface). The analyzer plugs into all Amiga ports simultaneously and through sophisticated software displays 6 screens to work from. Shows status of data transmission/signals. Tests game port function, parallel port, serial port, disk drive, video ports, memory (buffer) checker, system configuration and auto test. Reads diagnostic status of any read/write errors from track 0 to track 79. Software automatically tells what errors are found and the chips responsible. 85% to 90% of the problems presented to service centers are found with this analyzer. Saves you lots of money on repairs and no end user or repair shop can afford to be without one. Don't be fooled by its low cost. Simply plug in cables from the analyzer box. This sophisticated diagnostic tool is used by end users and Amiga repair centers worldwide ... \$69.95



EMERGENCY STARTUP KIT GET YOUR A500/A1000/A2000 GOING ... NOW



Stop sending out your Amiga for repairs. Save a lot of time and money by repairing your own. Over 90% of defective Amigas are easily repaired by this plug-in replacement kit. Kit corrects 28 symptoms and includes: Two 8520A CIA Chips. 8362, 8364, Chip Puller, Fuse, Schematic, Amiga Troubleshooter, the Final Test diskette and instructions.

- Emergency Startup Kit (#DIA 14). A \$210.00 value for \$64.50
- Same as DIA 14 and includes 8373 Super Denise (#DIA 14B) \$79.95
- Same as DIA 14 and includes with 8372A 1 meg Agnus (#DIA 14C) \$94.50
- Same as DIA 14 and includes with 8373 and 8372A (#DIA 14D) \$104.50

Announcing:
The Grapevine Group BBS

Now you can place your Grapevine orders 24 hours a day! Our new BBS supports speeds between 300 and 2400 BPS. To order from our new on-line catalog, simply set your modem settings at 8N1 and call 914-343-VINE (8463).



ORDER LINE 1-800-292-7445 • STATUS/CUSTOMER SERVICE LINE (914) 368-4242

NOTICE

WE CHECKED THREE TIMES

>>>> UNPACK WITH CARE <<<<

MOST SHORTAGES ARISE AMONG GOODS LEFT IN PACKING MATERIAL

IMPORTANT INFORMATION CONCERNING BREAKAGE, LOSS & RETURNS

In case of loss or damage, YOU ARE INSURED.
However, these steps must be followed:

1. Be sure to save all packing material, including outer box.
2. Call the carrier (UPS or the Post Office) for inspection.
3. Advise us by mail or phone of the problem and whether you need the merchandise replaced.

All merchandise is shipped FOB Suffern, NY, which means that the goods belong to you when they are shipped.

RETURNS must be authorized (RMA#) per your written or phone request within 10 days of receipt of goods. When we have authorized the return, pack the goods in a manner that will not allow damage during the return trip. We can accept returns only in our original boxes and in the full quantities sent to you.

Returns are subject to a service charge of up to 15% to cover our costs related to paperwork and restocking, unless it is due to our error.

Thank you. We appreciate your business and want you to be happy with your merchandise.

THE GRAPEVINE GROUP, INC.
3 CHESTNUT STREET
SUFFERN, NY 10901
CUSTOMER SERVICE: (914) 368-4242

Grapevine Ordering Terms And Conditions

HOW TO ORDER: Our sales department order-only line, at 800-292-7445, is open 9 a.m. to 6 p.m. EST Monday through Friday. You can also order from our Bulletin Board System (BBS) 24 hours per day by calling 914-343-VINE. Outside the United States (except Alaska, Hawaii and all possessions), call 914-357-2424. All items sold (including those listed in our on-line BBS catalog and advertisements), are FOB Suffern, New York. Quantity pricing of parts is available. Computer dealers and computer service centers are requested to write to us on your company letterhead for discounted pricing.

PAYMENT: We accept Visa, Master Card, Discover and American Express credit cards. There are NO SURCHARGES and your credit card is not "charged" until your order leaves our shipping dock. You may also pay by personal check or money order in US funds drawn on a US bank. Local sales tax is collected for shipments in New York. Customers with resale numbers on file are exempt from sales tax. Returned checks are subject to a \$25.00 fee. All credit card orders must be shipped to verified addresses.

SHIPPING: Our normal shipping method is via UPS. If you indicate otherwise, we can ship Federal Express, First Class Mail, or Parcel Post. UPS BLUE or RED label is also available, and costs vary according to weight. Missing or damaged items must be reported within ten (10) days.

RESTOCKING CHARGES: Any parts returned to us due to customer ordering error are subject to a 15% restocking charge.

DELIVERY: All UPS RED and UPS BLUE orders called in by 1 p.m. EST are shipped the same day.

DISCLAIMER: We are not responsible for typographical errors in the catalogs or on-line BBS. We reserve the right to substitute manufacturers. Items are subject to availability and prior sale. Prices and discounts are subject to change without prior notice.

RETURNED ITEMS: To return an item, you must call for a Return Materials Authorization (RMA) number. All items returned must have an RMA number or they will not be accepted.

UNITED STATES SHIPPING INFORMATION: Costs of shipping varies with weight. Some minimum shipping cost examples are; 1 Power Supply = \$6.00, 2 Power Supplies = \$8.00, 1-25 IC Chips = \$5.00, Products under 2 pounds = \$5.00. If you are not sure of the correct shipping fees, please call for shipping charges. Minimum shipping is \$5.00.

(see other side)

Announcing: The Grapevine Group BBS!

The Grapevine Group, Inc. is now up on-line with its own 24 hour Bulletin Board System! You can call, order products 24 hours a day, chat in the technical message bases with other folks using the same equipment as yourself, and get top rate ***FAST*** customer service as well!

The Grapevine Group BBS runs at 300, 1200 and 2400 BPS (9600 BPS Soon!). You can reach us by calling 914-343-VINE to get the latest information and prices on our full line of Commodore and Amiga products, including a complete on-line catalog!

The Grapevine Group has been serving Commodore and Amiga folks for over 13 years! Now we want to upgrade our services with the new BBS!

We are also proud to present our GENie and CompuServe support information! If you have questions about our products, feel free to contact us VIA E-Mail on our own BBS, GENie (C.LEAZOTT1), or CompuServe (71562,1706)!

The Grapevine Group Inc.

3 CHESTNUT STREET, SUFFERN, NEW YORK 10901
CUSTOMER SERVICE: 914-357-2424 • SALES (ONLY): 800-292-7445 • FAX: 914-357-6243

IMPORTANT WARRANTY NOTICE

All products shipped from The Grapevine Group, unless otherwise noted, have a **30 DAY WARRANTY**. The warranty is on an exchange basis only, with no cash refunds.

All integrated circuits (ICs) also carry a guarantee that they will perform according to the manufacturer's specifications. However, within 30 days, if an IC fails to operate, it may be returned for an exchange of the same number chip. The returned chip **MUST** contain the same identification and lot number that was sent to you.

Damage caused by improper installation, negligence or modification will void all warranties, which includes bending and damage of any pins in the integrated circuit. It is up to the purchaser to inspect all material when received by UPS. If a box is received damaged, the purchaser must put in a claim, through UPS, immediately.

If merchandise is returned for any other reason, The Grapevine Group reserves the right to charge **15%** for restocking the item(s).

If you need to return a product to The Grapevine Group for repair or replacement, you **MUST** call to obtain a Return Materials Authorization (RMA) number. Return numbers help us to track the progress of returns through the repair cycle. Parcels that arrive without the RMA number will be refused.

After you receive your RMA number, please package your item carefully and send it back to Grapevine, charges prepaid and insured, by parcel post or United Parcel Service with the RMA number printed clearly on the **OUTSIDE** of your package. Grapevine will not be held responsible for returns that do not arrive.

(see other side)